

How to Get Help

Soldier Quick Start Training

Most of your questions can be answered by the Soldier Quick Start Training, found on your GoArmyEd homepage.

Helpdesk

To receive administrative and technical assistance, contact the GoArmyEd Helpdesk 24/7 by creating a case in the portal or by calling 1-800-817-9990 (from CONUS locations).

If you are currently located outside the continental United States (OCONUS), toll-free international Helpdesk numbers are also available in the GoArmyEd portal. Go to www.GoArmyEd.com and select the "Helpdesk" link at the top of the page and then click on the "View OCONUS Helpdesk Numbers" link on the Helpdesk page.

Army Education Counselor

Contact an Army Education Counselor by visiting your Education Center or by using the GoArmyEd Helpdesk.

Key Reminders

Q: When can I begin using GoArmyEd for TA?

A: Starting 1 Apr 06, after creating your account, for courses starting 1 May 06 and after. Continue to visit your Army Education Counselor to request TA for courses starting prior to 1 May 06.

Q: If I enroll in a class (that is offered in the GoArmyEd portal) directly through my college instead of through GoArmyEd, can I still have it paid for with TA?

A: No, you must process all class enrollment requests through GoArmyEd for classes that start 1 May 06 and after in order to use TA.

Q: Will eArmyU go away?

A: The eArmyU portal will be replaced by the GoArmyEd portal, but you will still be able to take eArmyU classes that include books, Internet Service Provider (ISP) access, and all class fees. eArmyU offers an eCourse Option to all Soldiers with an active GoArmyEd account, as well as an eArmyU Technology Package (Laptop) Option for Soldiers who meet the eligibility requirements.

www.GoArmyEd.com

GoArmyEd

THE NEW WAY TO GET TA

"The Virtual Gateway to Tuition Assistance... Online, Anytime"

**Launches
1 Apr 06**



Request TA and Register for Courses Online

Manage Your College Education Virtually

Helpdesk 24/7

www.GoArmyEd.com



GoArmyEd is...

GoArmyEd is the virtual gateway to request Tuition Assistance (TA) online, anytime for classroom, distance learning, and eArmyU online college courses.

Information on other Army Continuing Education System (ACES) programs and services is also available on GoArmyEd.com.

GoArmyEd is a dynamic online portal that automates many of the paper-based processes you historically conducted with your Army Education Counselor.

GoArmyEd is your one-stop location for managing your college education and using TA benefits.

GoArmyEd is used by:

- **Soldiers** to pursue their postsecondary educational goals
- **Army Education Counselors** to provide educational guidance
- **Colleges** to deliver degree and course offerings and to report Soldier progress

Looking Forward... What to Expect

With the launch of GoArmyEd on 1 Apr 06, you will find many changes that save you time and are more efficient.

GoArmyEd will enable you to:

- ✓ Request and process all TA course enrollments and drops through GoArmyEd.com (no more paper TA forms).
- ✓ Select from many colleges and universities and from over 1,000 available degree plans listed in GoArmyEd.
- ✓ View your available TA balance online.
- ✓ View your SOCAD Student Agreement (SA) or documented degree plan online.
- ✓ View your Student Record, class grades, and current course enrollments online from your personalized GoArmyEd homepage.
- ✓ Access Helpdesk 24/7 and Army Education Counselor support.
- ✓ Take classes not listed in the GoArmyEd Integrated Course Schedule by completing the GoArmyEd TA Reimbursement process.

How to Access GoArmyEd

Starting 1 Apr 06, to access GoArmyEd, visit: www.GoArmyEd.com

Soldiers who have used TA in the past two years may receive an email from GoArmyEd on 1 Apr 06 in their AKO email accounts. GoArmyEd email recipients will complete the following steps to get access to GoArmyEd:

1. Click on the link provided in the email sent to your AKO account.
2. Enter your SSN.
3. Complete the remaining steps to receive your username and password for GoArmyEd.

Note: If you cannot locate this email, follow steps 1 and 2 below for Soldiers who are new to using TA. GoArmyEd will recognize your SSN and automatically walk you through the appropriate steps for getting access to the portal.

Soldiers who are new to using TA will use the following steps to get a username and password for GoArmyEd:

1. Navigate to www.GoArmyEd.com and select the "New Users" tab in the top right corner of the screen.
2. Provide the general information requested in the application and click "Submit."
3. Receive a username and password and complete the Prospective User Checklist displayed on your Prospective Student View before using TA.



Current eArmyU Soldiers

1. Navigate to www.GoArmyEd.com and use your existing eArmyU username and password to log into GoArmyEd. (GoArmyEd replaces the eArmyU portal as your pathway to enrolling in eArmyU classes.)
2. Complete the remaining steps.

Note: Soldiers must have a record in the Army's Personnel Database to receive a GoArmyEd username and password. Soldiers who are not in the Army's Personnel Database must contact an Army Education Counselor via the GoArmyEd Helpdesk or at a local Education Center.